

### AZNET SLAs Inception to Date Scorecard

Service Level Agreement		FEB 07	MAR 07	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08
<b>CRITICAL SERVICE LEVEL</b>														
Severity 1 Trouble Repair SLA	SLA Status													
	Incident Count	1	3	2	1	1	0	0	1	4	2	0	2	0
	Missed Tickets	0	1	0	0	0	0	0	0	1	0	0	0	0
	Metric	-1.98	5.07	-5.63	-7.63	-7.11	0.00	0.00	-3.55	-19.75	-9.11	0.00	-2.91	0.00
Severity 2 Trouble Repair SLA	SLA Status													
	Incident Count	13	10	13	11	12	6	12	25	19	17	9	12	11
	Missed Tickets	0	1	1	1	0	0	0	2	1	0	1	2	0
	Metric	-46.47	-32.24	-52.08	-42.15	-51.97	-24.52	-45.36	-118.50	-85.61	-80.45	-31.11	-41.24	-55.41
Chronic Problems	SLA Status													
	Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Total SLA Credits			\$1,100											
Seats by Month		39,236	39,288	39,400	39,432	39,373	39,427	39,659	39,615	39,624	39,583	40,138	40,321	40,269

Notes: Green means met SLA, Red means missed SLA and service credit paid

#### Incident Report

- There were no Severity 1 outages in the month of February
- 2/1 Unity voice mail message store server file filled up on 3.x and 4.x cluster. AZNet engineers deleted log files and remounted message store restoring service. AZNet has in place a process to check the message store file weekly to verify disk space
- 2/7 AZNet Remote Monitoring reported several T1's at ADOT lost connection which affected the ability to receive calls on the 712 prefix. Outbound calls were not affected. D channel reset restoring service